

January 7, 2004

Jeff Smith
Client Services Director
EOS International
2382 Faraday Ave., Suite 350
Carlsbad, CA 92008

Dear Mr. Smith:

I am writing this letter as a testimonial to the exceptionally gifted client service provided to our library by EOSi's Implementation Manager, Claudia Linqanti. While all my interactions with EOSi staff have been positive, Claudia has shown an extra level of caring and attention to our needs.

We have just migrated to your e-Library Service, a process that has been made easy due to Claudia's astonishing skill and responsiveness. Claudia also facilitated our simultaneous migration to a GLAS Web OPAC. She has not only been available to help guide me in customizing it to our needs but has gone above and beyond by importing and customizing a logo from our school's web site for the library OPAC.

Claudia's work on our behalf has made our library look good. Please put this letter into her personnel file and consider it at review time. She deserves special recognition for her exceptional attitude and abilities.

Sincerely,



Caroline Elman, MLS
Director of Library Services

Cc: Claudia Linqanti

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